

THAT WHICH IS CLAIMED:

1. A method for a merchant to provide an electronic return shipping label to a customer to allow said customer to return goods, comprising the steps of:
  - receiving a return request for said goods from said customer;
  - obtaining shipping information related to said return request; and
  - electronically providing said customer with said return shipping label that can be printed and affixed to a package for returning said goods.
2. The method of Claim 1, wherein receiving a return request for said goods from said customer comprises said customer submitting said return request through a merchant website associated with a merchant server.
3. The method of Claim 1, wherein receiving a return request for said goods from said customer comprises said customer contacting a representative of said merchant and said representative submitting said return request through a merchant website associated with a merchant server.
4. The method of Claim 1, wherein said shipping information related to said return request comprises a customer address and information related to the size and weight of said goods that are being returned.
5. The method of Claim 1, wherein at least a portion of said shipping information related to said return request is obtained from a customer order database.
6. The method of Claim 1, wherein at least a portion of said shipping information related to said return request is obtained from a product database.
7. The method of Claim 1, wherein said electronic return shipping label is formatted as an HTML document.

8. The method of Claim 7, wherein electronically providing said customer with said return shipping label that can be printed and affixed to a package for returning said goods comprises providing said customer with a URL address that corresponds to said return shipping label.

9. The method of Claim 1, wherein electronically providing said customer with said return shipping label that can be printed and affixed to a package for returning said goods comprises providing said customer with a file containing an electronic image of said return shipping label.

10. The method of Claim 1, further comprising the step of said merchant authorizing said return request.

11. The method of Claim 1, wherein electronically providing said customer with said return shipping label comprises sending said return shipping label to a carrier with instructions to pick up said goods from said customer.

12. A method for a merchant to provide an electronic return shipping label to a customer to allow said customer to return goods, comprising the steps of:

- receiving a return request for said goods from said customer;
- obtaining shipping information related to said return request;
- transmitting said shipping information to an application service provider, said application service provider configured to process said shipping information and generate said return shipping label;
- generating said return shipping label at said application service provider; and
- providing said customer electronic access to said return shipping label.

13. The method of Claim 12, receiving a return request for said goods from said customer comprises said customer submitting said return request through a merchant website associated with a merchant server.

14. The method of Claim 12, wherein receiving a return request for said goods from said customer comprises said customer contacting a representative of said merchant and said representative submitting said return request through a merchant website associated with a merchant server.

15. The method of Claim 12, wherein at least a portion of said shipping information related to said return request is obtained from a customer order database.

16. The method of Claim 12, wherein at least a portion of said shipping information related to said return request is obtained from a product database.

17. The method of Claim 12, wherein said electronic return shipping label is formatted as an HTML document.

18. The method of Claim 17, wherein electronically providing said customer with said return shipping label that can be printed and affixed to a package for returning said goods comprises providing said customer with a URL address that corresponds to said return shipping label.

19. The method of Claim 12, wherein electronically providing said customer with said return shipping label that can be printed and affixed to a package for returning said goods comprises providing said customer with a file containing an electronic image of said return shipping label.

20. A system for a merchant to electronically provide a return shipping label to a customer that wishes to return goods, comprising:

a merchant server, hosting a merchant website and capable of communicating with an application service provider server and at least one customer computer;

an application service provider server in communication with said merchant server;

an application service provider application, residing on said application service provider server configured to generate said return shipping label based at least in part on shipping information received from said merchant server; and

a customer computer for receiving said return shipping label.